

PROMISSOR NURSE AIDE TESTING AND REGISTRY SERVICES 2003 ANNUAL REPORT

Wisconsin Nurse Aide Registry Data

- **166,349 nurse aides on the Registry**
 - ❖ 56,933 active records (eligible to work in federally regulated facilities)
 - ❖ 109,416 inactive records (nurse aide trained and tested but has not updated record within last 2 years)
- **1085 individuals have a finding of caregiver misconduct entered on the Registry**
- **216,697 queries were made to the Nurse Aide Registry**
 - ❖ In January 2003, 77% of all queries were made via the Internet
 - ❖ By December 2003, 94% were Internet queries

Wisconsin Nurse Aide Testing Data

- **18,427 written and/or skills examinations were administered¹**
 - ❖ 99% examination (vs. 92% average of 24 other Promissor states)²
 - ❖ 83% passed the skills demonstration (vs. 80% average of 24 other Promissor states)³

Timely Application Processing

Requirement	Outcome
“Eligible applicants are entered into the candidate database and scheduled for the examination. An admission ticket is issued within 48 hours.” ⁴	Tickets were mailed within two business days in approximately 96% of the sampled cases: <ul style="list-style-type: none">• From the week ending 6/13/03 to the week ending 8/15/03, an average of 96% of admission tickets (or deficiency letters) were mailed within 2 business days of receipt.• In the week ending 11/30/03, 95% of admission tickets were mailed within 2 business days of receipt. The other 5% of applications were mailed within 5 business days.

¹ Preliminary estimates for 2003

² Based on 2002 Promissor pass rates for other states

³ Ibid.

⁴ Promissor RFB #0306 DSL-SM Proposal, Chapter 4, page 6 (Although original proposal stated 48 hours, this has been interpreted as “two business days.”)

Testing Capacity

Requirement	Outcome
Promissor must “offer a sufficient number of regional and in-facility test sites for the administration of the Nurse Aide Competency Test. Tests will be offered frequently enough to assure the timely testing of newly trained nurse aides.” ⁵	Testing capacity increased significantly in 2003: <ul style="list-style-type: none">• January 2003—14 regional test sites December 2003—23 regional test sites• January 2003—47 in-facility test sites December 2003—78 in-facility test sites• January 2003—82 nurse examiners December 2003—133 nurse examiners

Quality Assurance Efforts

BQA reviewed 76 nurse aide records in 2003:

Requirement	Percentage Correct
Successful candidates are added to the Registry	100%
Automated systems information is consistent	96%
Web Registry text is correct	99%
Web Registry available	96%
IVR (Interactive Voice Response) Registry text is correct	97%
IVR Registry is available	88%
Accurate customer service replies	86%
Timely customer service replies	84%
Businesslike customer service demeanor	99%
Request for materials received	99%
Request for materials received timely	100%

Complaints

During 2003, complaints from facilities, nurse aides, training programs, legislators, etc. have declined steadily:

By Quarter	# Complaints
1 st Quarter (includes 12/02 complaints)	63
2 nd Quarter	49
3 rd Quarter	28
4 th Quarter	9

Top Complaint Types in 2002	# Complaints
Test Protocol/Curriculum/Administration	47
Customer Service Timeliness/Accuracy	45
Testing Delays/Sufficient Test Sites	29

⁵ RFB #0306-DSL-SM, Chapter VII, A.5.